

CERTIFICATION EXPANDS MARKET REACH

ABOUT LINCOLN TOOL & MACHINE CORPORATION. With over four decades of experience in the precision machining industry, Lincoln Tool continues to maintain and improve its tradition of excellence in machined components and assemblies. Established in 1980 by James Ferrecchia, and now with son Scott at the helm, Lincoln Tool continues to be family-owned and operated servicing customers from the New England area to the global marketplace. Its machinists follow each project from design through completion. The latest in computerized technology and equipment and highly skilled staff provides a quality product in a timely fashion. Lincoln Tool services industries ranging from renewable energy, medical device, robotics, and defense. The company and its 30 employees are based in Hudson, Massachusetts.

THE CHALLENGE. Lincoln Tool was unable to participate in Aerospace and Defense business opportunities without being AS-9100 certified. This was a struggle for the second generation company that needed to grow and continue the family tradition of excellence and growth for future generations. After several incidents of not being able to bid on business opportunities, they knew they had to become AS-9100/ISO9001:2008 certified if they wanted to expand their market reach.

MEP CENTER'S ROLE. At a Tech Sandbox incubator event, Scott Ferrecchia, President of Lincoln Tool, met with Tom Andrellos, Business Growth Advisor for MassMEP. During their conversation, Scott learned that MassMEP, part of the MEP National Network™, provided ISO training for their clients so that they could become ISO certified. Since the company worked with aerospace companies, they qualified for training through a grant provided to MassMEP by MassDevelopment. During the training period, Lincoln Tool found the process to be simple, structured and provided the tools necessary for the staff at Lincoln Tool to undertake the internal improvement changes. The MassMEP process made sense, met all the requirements and made it possible to implement within their company. MassMEP was able to develop a quality improvement plan that went from 10 very complicated pages to 2 pages of processes that they could easily implement and understand. Lincoln Tool was pleased when their audit resulted in only a couple minor findings knowing that it is common to have a few major findings and sometimes even double digit minor findings for a first time company. The culture within the organization has changed as well. Because of the simple quality documents, the accountability, processes, corrective actions and management reviews are conducted on a regular basis and management is able to follow the product flow.

Because they are located so close to a few of their larger clients, they have developed an open door policy with the engineers who will stop by with an idea or concept and say, "Can you prototype this for me?" These drop-bys lead to a relationship with the engineers that provides an opportunity to build further growth and sales. On any given day, they can have 2-8 engineers coming by to collaborate on future work. In addition, the company's use of marketing and social media has led to them becoming pre-vetted for future business since only AS-9100 certified companies are listed on the site resulting in a smaller pool of competition, with business opportunities coming directly to them.

RESULTS

Cost savings of **\$25,000**

Now able to bid on Defense Contracts



4 new/retained jobs

**\$750,000** increased/retained salesNew investment of **\$520,000**

CONTACT US

27A Midstate Dr.
Suite 200
Auburn, MA 01501-9998

(508)831-7020

www.massmep.org

"The ISO Certification process that MassMEP helped us with was logical and simple to implement and sustain."

-Scott Ferrecchia, President